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## INFORMATION UPDATE

### NEW BENEFITS FOR ENROLLMENT ENTITIES AND CERTIFIED APPLICATION ASSISTANTS

The success of the Healthy Families and Medi-Cal for Children programs is directly affected by outreach and by the enrollment efforts provided by the participating community-based organizations/programs, providers, clinics, schools, insurance agents and tax preparers. To enhance enrollment incentives to organizations and subscriber families, the Department of Health Services has introduced new Program benefits:

- **Double the reimbursement payments to \$50.** Effective November 1, reimbursement payments for approved applications that are completed with assistance from CAAs will be increased to \$50. In recognition of the outstanding enrollment efforts performed by currently active EEs since the Program launch date, EEs who have submitted reimbursement requests for successfully enrolled applications will receive a \$250 bonus for every ten families they have enrolled from July 1 through October 31, 1998.
- **Rite Aid coupons.** As an added benefit for enrolled families, Rite Aid will provide \$10-off purchase coupons that may be used on any in-store item when a family chooses to purchase new or switch purchasing prescriptive medications from their current supplier to Rite Aid pharmacies. Information on the distribution of these coupons will be made available within a few weeks through the Healthy Families newsletter.

In addition, the internal process of reimbursement payment receipt and remittance has been streamlined. Any questions may be directed to the Healthy Families toll-free line 1-800-880-5305.

- **Electronic Data Systems (EDS).** As of September 25, EDS has assumed the responsibility for accepting, tracking and paying reimbursements.
  - A supply of Reimbursement Request Forms (RRF) will be printed and distributed by mid-October. Until the new forms are available for distribution, EEs/CAAs may use photocopies of the RRF from the Application and Certification Reference Manual. Back orders from entities that have already requested the form will be filled by the third week in October.
  - To order Reimbursement Request Forms, please call EDS at 1-800-880-5305. Limits will be placed on the number of forms that can be ordered at one time.
  - Payments will be made weekly to EEs that have submitted reimbursement request forms on applications that have been approved by the Healthy Families enrollment contractor or by the county welfare department.
  - Status reports will be sent monthly to provide details about which enrollments are paid, not paid or pending. Allow two weeks for the Application Assistance payments to post to the status reports. Please refer to these reports when making inquiries about payment or enrollment status. To inquire about the status of reimbursement payments, call 1-800-880-5305.
  - The Reimbursement Request Forms should now be mailed directly to: **Healthy Families, RRF Processing, P.O. Box 138005, Sacramento, California 95813-8005.**

